



October 31, 2014

To: Executive Board

Subject: **FY 2014/15 Business Plan Initiatives Update**

Recommendation

Receive and file the status update on the FY 2014/15 Business Plan Initiatives.

Analysis

Foothill Transit's Fiscal Year 2014-2015 Business Plan & Budget includes nine major initiatives for the organization to pursue during the course of the year. Progress is underway and following is a brief status report on each initiative:

Bus Replacement Project

During the last week of August 2014, Foothill Transit received seven of the 30 buses ordered under Option No. 1 of Contract No. 12-040 with NABI. During the month of September, 21 more buses were delivered. Of the 28 buses received, 25 have been registered with the Department of Motor Vehicles and placed into service while three buses required some minor adjustments from NABI before being accepted by Foothill Transit. One more bus arrived on October 6, leaving one more bus to complete the 30-bus order.

Comprehensive Operational Analysis (COA) Development

Development of Foothill Transit's COA is well underway. User and non-user surveys have been collected; and interviews have been held with each of the cities that have their own transit services within the Foothill Transit service area. The compilation of this data is providing good insight into the current provisions, and highlighting needs and gaps in transit service. Work is also underway to determine how fares might be streamlined to encourage patronage on our system. Moreover, work is also proceeding on how to better identify and classify performance metrics to enable the agency to proactively engage and mitigate emerging operational issues.

College Pass Program

The Class Pass pilot project is currently in its third and final semester at the University of La Verne and Mt. SAC. Between both schools, ridership has exceeded one million boardings. The pilot program has been a success and both schools are excited to continue it beyond the pilot phase. At the



University of La Verne the administration will enter into an updated MOU with Foothill Transit to continue the program. As Mt. SAC is a public educational institution, the students will vote on a fee to fund the continuation of the Class Pass. For more information on the Mt. SAC student vote, please visit foothilltransit.org/mtsac.

ISO 14001 Certification at Pomona

Foothill Transit's Environmental and Sustainability Management System (ESMS) core team has outlined Objectives and Targets in pursuit of ISO 14001 certification for our operations and maintenance facility in Pomona. The proposed objectives and targets are to:

- 1) Decrease the amount of waste sent to the landfill by implementing a recycling program;
- 2) Comply with OSHA requirements to have at least one HAZWOPER certified employee;
- 3) Reduce Green House Gas emissions through energy conservation and creation;
- 4) Reduce bus emissions through complete electrification of Line 291; and
- 5) Reduce fuel consumption by retraining on idling policy.

By the end of the year there will be a gap audit that will review the program prior to the certification audit to inform the team of where improvements may need to be made. The ISO Certification Audit is scheduled for February 2015.

Arcadia Operations Contract Procurement

On July 25, 2014 the Executive Board authorized award of a four-year contract with three two-year options to Transdev for operation of transit service at the Foothill Transit Arcadia location. The following week, activities were underway to transition that service from First Transit who had provided that service since July of 2102. This involved a thorough inspection and audit of all Foothill Transit owned fleet, facility, furnishings and equipment and First Transit was given until late September to complete any necessary repairs.

The Veolia team began outreach to the existing front-line staff early in the transition process, inviting them to apply for positions with Transdev as required by the California Labor Code. Transdev's local and corporate teams communicated regularly with Foothill Transit staff, keeping us



apprised of their progress with the myriad details involved, including recruitment and training of over 300 front-line employees.

As was anticipated during the weeks leading up to the end of the former contract, there were some service delivery issues as operators called off work at a higher than normal rate. The contract transition took place on October 5, with members of the Foothill Transit staff on hand to observe and assist as needed. Service has shown marked improvement since the October 5 transition date, and staff will continue to monitor service delivery to ensure high quality customer service.

SMARTBus System (SBS) Replacement

Procurement planning activities are currently underway and members of Foothill Transit's technical consultant team, IBI Group have been working closely with staff and Foothill Transit's contractors to develop the scope of work for the request for proposals (RFP). The RFP is scheduled to be released on December 3, 2014 with a recommendation to the Executive Board for contract award slated for the April 2015 meeting. Full implementation of the project is expected by July 2016.

Customer Service Training Expansion

In recognition of the importance of the entire Foothill Transit family having the same solid foundation on which to operate our transit system, Foothill Transit's Customer Service Training Expansion is envisioned as a program to ensure that personnel at all levels of the organization are aware of and aligned with Foothill Transit's unique traditions, values, and history. This includes Foothill Transit staff, contractor staff at the Arcadia and Pomona operations and maintenance facilities, and contractor staff in the Transit Stores and those responsible for bus stop maintenance.

The program will involve the development of an updated version of the 2009 video that stresses these same values. The orientation/training will be shared with each new member of the Foothill Transit team. Procurement action to move this project forward is currently underway.

San Gabriel Valley Park & Ride Facilities

Industry Park & Ride

At the October 9, 2014 Governing Board Meeting, the Board approved the continued operation of express service to downtown Los Angeles on Line 495 as part of Foothill Transit's ongoing services. Since the launch of the



pilot service on February 3, 2013, ridership has grown steadily and boardings per vehicle service hour compare favorably with other established commuter express lines.

This month, Foothill Transit issued a letter to the Federal Transit Administration (FTA) related to the utility pole relocation at the Industry Park & Ride structure. The letter requested concurrence from the FTA for Southern California Edison (SCE) to relocate their pole outside of the access road servicing the Facility. SCE provided detailed information with respect to the subcomponent compliance confirmation and that it is compliant with applicable FTA Buy America requirements.

Azusa Intermodal Parking Facility

The Invitation for Bids (IFB) for the construction of the Azusa Intermodal Parking Facility was issued in August 2014. Bids were received on September 11, 2014 and Foothill Transit's Executive Board authorized entering into an agreement with the lowest responsive and responsible bidder at their meeting on September 26, 2014. On October 6, 2014 a pre-construction meeting was held with the general contractor, subcontractors, architectural and engineering consultants, City of Azusa personnel, Metro Gold Line Construction Authority and other members of the team involved in the project. Foothill Transit is working with the prime contractor to develop a baseline schedule. The contractor began to mobilize on October 8th and is tentatively scheduled to begin demolition and grading in November 2014. Construction completion is anticipated by December 2015.

West Covina Park & Ride

Foothill Transit staff has had conversations with West Covina City Council members to discuss the possibility of building a Transit Center, Transit Store and a new parking structure at the West Covina mall. In addition, staff has been in correspondence with the new management for the West Covina mall and continues to have discussions with Starwood's local and retail headquarters. The original draft Memorandum of Understanding (MOU) between the previous owners, Glimcher, and Foothill Transit was discussed with Starwood.

Legislative Advocacy

Foothill Transit continues to maintain the strong relationships we have developed with our long term federal and state delegation members and their staff and began building relationships with our newest delegation



members after the 2010 census redistricting and recent elections. In 2014, Board members and staff met with our federal delegation three times in Washington, D.C.; staff joined local business leaders to meet with our state delegation in Sacramento; and numerous local events were attended that featured each of the members of our entire state and federal delegation.

Staff will continue to pursue attainment of each initiative during FY 2014/15 and will report progress made on each in Foothill Transit's FY 2015/16 Business Plan. In addition to these agency-wide initiatives, staff continues to pursue attainment of the many department-specific initiatives included in the Business Plan.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. McDonald".

Kevin McDonald
Deputy Executive Director

A handwritten signature in blue ink, appearing to read "Doran J. Barnes".

Doran J. Barnes
Executive Director